



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

3623

Patent Application

Inventors: **Frank J. Bogart**
Camille Gabriel
Sarah Kiefhaber
Gary S. King
Rebecca K. Phelps
Case No.: **Bogart 18-3-1-4-1**
Serial No.: **09/588,963** Group Art Unit: **3623**
Filing Date: **June 7, 2000**
Examiner: **Akiba K. Robinson Boyce**
Title: **Multimedia Customer Care Center Having a Layered Control Architecture**

Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

RECEIVED
DEC 15 2003
GROUP 3600

SIR:

TRANSMITTAL LETTER

Enclosed is a Response to Office Action in the above-identified application.

NO ADDITIONAL FEE REQUIRED

In the event of non-payment or improper payment of a required fee, the Commissioner is authorized to charge or to credit **Deposit Account No. 501602** as required to correct the error.

Respectfully submitted,

By David Volejnicek
David Volejnicek
Corporate Counsel
Reg. No. 29355
303-538-4154

Date: 3 Dec. 2003
Avaya Inc.
Docket Administrator
307 Middletown-Lincroft Road
Room 1N-391
Lincroft, NJ 07738

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450.

On 3 Dec. 2003 Tina R. Wilson
Date of Deposit (Type name of person mailing paper) (Signature of person mailing paper)